![Maryland Department of Health — Maryland Primary Care Program]

# COVID-19 (Coronavirus) Workflow

## PATIENT ROOMING WORKFLOW

### Key Recommendations

- Review all notes, test results, and compile relevant data for patient prior to patient's arrival
- Prepare room with all necessary equipment prior to patient's rooming
- Designate roles for staff that limits exposure
- Designate office space for COVID-19 and Non-COVID-19 areas

> According to the Centers for Disease Control and Prevention, social distancing means:
> - Avoiding mass gatherings
> - Maintaining distance of approximately 6 feet (2 meters) from others when possible
> - Ensuring everyone wears a facemask

### Rooming Patient

**Patient Arrives for Appointment**

A. One staff member at the entrance for greeting and screening, ensures patient has facemask (CDC)
B. One staff member who rooms the patient and collects vitals
- Depending on credentials, this person should discuss primary reason for visit, update demographic information and reconcile patient's medications
- This person should also be able to relay pertinent information to the physician in a timely manner as well as determine appropriate PPE for the visit
- Ensure patients and staff do not cross between COVID and Non-COVID areas
C. Staff who are in direct contact with patients should wear PPE
D. Perform hand washing before and after contact

**Provider interacts with patient**

A. Provider should enter the room and only have physical contact with the patient if absolutely necessary
B. After completing exam, procedure or testing, the provider should answer the patient's concerns
- If staffing allows, have the staff member who roomed the patient complete patient education, post exam/procedure, review updates to medications and discuss follow up care
- If this is not possible, it will be the provider's responsibility to discuss with patient prior to patient check-out
E. Providers who are in direct contact with patients should wear PPE
F. Other staff who are not in direct contact with patients should wear facemasks (CDC)
G. Perform hand washing before and after contact

**Sanitize and Sterilize Rooms**

A. Promptly after the patient leaves the room and is checked out, staff should be designated to sanitize/sterilize the room as well as any equipment used during the visit

### Resources

- Guidance for cleaning and disinfecting (CDC)
- Optimize supply of PPE (CDC)
- Expanded rooming and discharge protocols (Link)
- Physician guide to reopening (Link)

### For more information, please visit:

The Maryland Primary Care Program homepage at:
https://health.maryland.gov/mdpcp/Pages/home.aspx

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